



## Office of Bedford County Human Resources

1 Public Square Courthouse, Suite 101

Bedford County Mayor's Office

Shelbyville, TN 37160

## Bedford County IT Department

### Help Desk Technician

Do you love solving technical problems others can't fix? Are you comfortable walking people through complicated computer tasks? Do you have a passion for technology and the education to succeed in a technical environment? If so, we want you on our team! Bedford County is looking for an IT Help Desk Technician to join our staff. The ideal candidate will have experience explaining solutions to intricate problems and will thrive on helping people reach their goals. We're looking for a team-oriented and highly motivated professional with a background in IT. We offer a competitive salary, benefits and generous PTO. If this sounds like a good fit, apply today!

### Job Responsibilities

- Respond to emails and telephone calls from users seeking help with computer software- or hardware-related issues.
- Master the functions of software programs and network systems to help achieve specific goals.
- Conceptualize updates to existing policies, disaster recovery and business continuity plans in cooperation with other IT Department staff members.
- Install, upgrade, patch and secure systems in accordance with directives.
- Engage and educate end users on the telephone and/or in person to improve the user experience and protect from internal and external threats.
- Install, upgrade, patch and secure computers and other network hardware and software components as instructed.
- Maintain a superior level of courteous customer service at all times.
- Record activity reports, review system logs.
- Document remediation strategies, review system logs, compile reports and assist in planning and deployment strategies with management.
- Assist in keeping agency websites up-to-date with the latest content.
- Other duties as required.

## Requirements

- Must have a GED or high school diploma and be at least 21 years of age.
- Must be able to pass a job-related background check and pre-employment drug screen.
- Applications must be received no later than January 21, 2019 to be considered for employment.
- Minimum technical certifications in Network +, Security +, A+ (or Bachelor's Degree in computer science) with at least 2 years of experience working as a technician in an enterprise IT environment.
- Dependable vehicle as some local travel will be necessary.
- Excellent customer service skills.
- Strong verbal skills and complex problem solving skills.
- Ability to manage multiple projects simultaneously in a fast-paced environment.
- Able to work flexible hours when needed.

## To Apply

Send applications (found at [www.bedfordcountyttn.org/hrjobopenings.html](http://www.bedfordcountyttn.org/hrjobopenings.html)) to [hr@bedfordcountyttn.org](mailto:hr@bedfordcountyttn.org) or mail to:

### **Attention: Human Resources**

County Mayor's Office  
1 Public Square, Suite 101  
Shelbyville, TN 37160

Bedford County Government is an Equal Opportunity Employer.